

Altiris™ IT Management Suite 7.0 MR4 from Symantec™ Release Notes

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IT Management Suite 7.0 MR4 Release Notes

This document includes the following topics:

- [About IT Management Suite 7.0 MR4](#)
- [General installation and upgrade information](#)
- [Fixed issues of the Symantec Management Platform](#)
- [Fixed issues of the Solutions](#)
- [Known issues of the Symantec Management Platform](#)
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About IT Management Suite 7.0 MR4

IT Management Suite from Symantec is a comprehensive, integrated suite. It promotes effective service delivery by reducing the cost and complexity of owning and managing corporate IT assets such as desktops, laptops, thin clients, and servers on heterogeneous platforms such as Windows, UNIX, Linux, and Mac.

IT Management Suite is a collection of solutions and components that run on the Symantec Management Platform.

For more information about the solutions and components, see the [IT Management Suite 7.0 Release Notes](#).

General installation and upgrade information

New installation

You can install this product by using the Symantec Installation Manager. If you do a new install of IT Management Suite or any of the components, the Symantec Installation Manager first determines the version of the operating system on your server. If you have a 32-bit Windows installed on your server, the Symantec Installation Manager lets you install the IT Management Suite 7.0 MR4 version. If you have a 64-bit Windows installed on your server, the Symantec Installation Manager lets you install the IT Management Suite 7.1 version.

For more information, see [Installing the Symantec Management Platform products](#).

Upgrade

You can upgrade to this product from your current IT Management Suite 7.0 by using the Symantec Installation Manager.

In the Symantec Installation Manager, on the **Install New Products** page, you see the available Maintenance Release for all of the components of IT Management Suite. Installing MRs is optional, but recommended. If you select the IT Management Suite MR4 product, then all MR4 components are installed. Additionally, individual MR4 components can be selected as needed.

Note that upgrading from IT Management Suite 6.x to 7.0 MR4 is not supported. If you want to upgrade from IT Management Suite 6.x to 7.0 MR4, you must first upgrade from IT Management Suite 6.x to 7.0SP2. After upgrading to IT Management Suite 7.0SP2, you can upgrade from IT Management Suite 7.0 SP2 to 7.0 MR4.

Upgrading the Symantec Management Agent on managed computers

After you install MR4, you must make sure that all managed computers have the latest version of the Symantec Management Agent. Enable the policy that upgrades the Symantec Management Agent.

To upgrade the Symantec Management Agent on managed computers

- 1 In the Symantec Management Console, on the **Actions** menu, click **Agents/Plug-ins > Rollout Agents/Plug-ins**.
- 2 In the left pane, under **Agents/Plug-ins**, expand **Symantec Management Agent > Windows**, and then click **Symantec Management Agent for Windows - Upgrade**.

- 3 On the plug-in upgrade policy page, turn on the policy.
At the upper right of the page, click the colored circle, and then click **On**.
- 4 Click **Save changes**.
- 5 Repeat for the **UNIX/Linux/Mac** agent.

Fixed issues of the Symantec Management Platform

The fixed issues of the Symantec Management Platform are separated into the following components:

- [Notification Server](#)
- [Software Management Framework](#)
- [Task Server](#)
- [UNIX/Linux/Mac](#)

Notification Server

Table 1-1 Fixed issues in Notification Server

Issue	Article link
In the New Schedule dialog box, it is not possible to create or edit a shared schedule. The Create New Shared Schedule dialog box that opens is blank.	TECH148669
Depending on the resource type, the Filter does not display all the columns.	TECH142534
When you make changes to a security role on a parent Notification Server and then click Hierarchy > Replicate Now to replicate these changes to a child Notification Server, the changes do not get replicated.	
When you try to save a number that contains a comma for any float decimal or money type custom data class, you get an error. This problem appears only in the Symantec Management Console that is in German.	
The NotSupported Windows filter also displays non-Windows computers, such as UNIX, Linux, and Mac computers.	
The speed tests of Notification Server 7 are not accurate.	
When you have multiple verbose events from a single computer that try to update the same table for the same resource at the same time, deadlocks occur.	
During replication all versions of a task are replicated, not just the latest version of the task.	

Table 1-1 Fixed issues in Notification Server (*continued*)

Issue	Article link
You cannot replicate a Run Script task from a parent Notification Server to its child, when the Run As option of the task is set to Specific user .	
The Evt_NS_Filter_Update_Duration table is not updated.	
The Symantec Management Agent cannot download a Package Snapshot that is larger than 4MB from a Package Server using HTTP.	
After you upgrade the parent Notification Server from Symantec Management Platform 7.0 SP4 to 7.0 SP5 and install Symantec Management Platform 7.0 SP5 to a child Notification Server, you cannot replicate script tasks down the hierarchy.	TECH133430
Once a package is downloaded to a Symantec Management Agent, it does not get the updates that are made to that package.	
You cannot select multiple rows from a report and save these rows to an output file.	
Out Of Memory exceptions may occur during replication in large environments.	
If you have multiple groups with the same name within different parts of the Active Directory tree, the import of the users from Active Directory security groups fails.	TECH140499
If you make changes in a package on a parent Notification Server, it can take more than 24 hours until the changes are replicated to child Notification Servers.	
Standalone replication is very slow.	
The Software Management Framework Agent is not able to properly handle Maintenance Windows and gets into a loop where it starts to consume a high amount of CPU and disk IO.	
The method of importing Users from Security Groups is inefficient.	TECH140502
Replication of the resources produces a lot of exceptions.	
The Site Server Settings page does not load with a large number of sites and subnets.	TECH140810
When a replication fails, the replication data is not cleaned up automatically.	TECH141847
Data verification in Standalone Replication Rule does not work.	
After logon and logout events of multiple users, the Symantec Management Agent starts to consume a high amount of CPU.	TECH140838
The Software Management Framework and Software Resource Model infrastructure is not able to handle situation in which a solution that registered specific Software Management Framework and Software Resource Model resources is uninstalled.	
In large environments, the migration wizard takes a long time or may fail to import data.	

Table 1-1 Fixed issues in Notification Server (*continued*)

Issue	Article link
Over time the ResourceTargetContainerChanges table grows very large.	
Deployment job does not complete because of mismatched duplicate resources. Note: If the NIC that is used in the automation environment is not available in the production environment, duplicate records may still occur.	
The right-click menu option Replicate Now is displayed for the policies that are not replicable.	
Running the CompleteResourceMembership Update task can cause Out Of Memory exceptions.	
You cannot import the security or distribution groups that have circular references between them.	
Running a raw SQL report that returns more than one million rows consumes all available memory.	
In a large environment, Package Servers fail to synchronize with Notification Server in a timely manner.	

Software Management Framework

Table 1-2 Fixed issues in Software Management Framework

Issue	Article link
If you apply a Managed Software Delivery policy to an Active Directory user and schedule it to run When the user logs on , the policy does not start.	
You cannot change the maximum running time of a Managed Software Delivery policy. The default running time is 30 minutes. As a result, the installation of large software packages on slow computers can fail.	
If Symantec Management Agent receives several upgrade policies for different plug-ins at the same time, the policies can fail with an exit code 1618. The 1618 error means: "Another installation is already in progress. Complete that installation before proceeding with this install."	
Scrolling down the search results in the Software Finder Web part does not work.	
A Managed Software Delivery policy fails to run if the software package fails multiple attempts to download and the maximum running time of the policy elapses.	

Table 1-2 Fixed issues in Software Management Framework *(continued)*

Issue	Article link
If you create multiple Managed Software Delivery policies and schedule their compliance check and remediation to run at the same time, the policies run successfully but the remediation tasks remain listed on the client computer, in the Symantec Management Agent, in the available software deliveries list.	
On the Data Provider Summary page, the multiple selection of packages by using the Shift key does not work properly. Therefore only the first package and the last package of the selection are imported.	
You cannot delete a command line from the software package until you edit any of the fields, go back, and then try to delete it again.	
When a Managed Software Delivery policy contains a task that initiates a system restart, the policy fails to run additional tasks after the restart.	
The Software Management Framework Agent has performance and stability issues.	
A Quick Delivery task that is replicated from a parent Notification Server to its child using Replicate Now fails to run on client computers of this child Notification Server.	
Importing very large packages into the Software Catalog can fail or take a very long time.	
When the content of the Managed Software Delivery package changes, the Software Management Framework Agent does not download the new files to the client computer.	
SoftwarePackageResource export is broken.	
When different threads access the software cache at the same time, the SoftwareCache.xml is reset to a size of 0. Therefore the Software Discovery is not able to complete.	
When two or more policies are set to remediate at the next maintenance window, the Software Management Framework Agent goes into a continuous loop.	
A detection check for the Managed Software Delivery policy that ran previously restarts if another Managed Software Delivery policy runs during active maintenance window.	
In a large environment, loading of the Installed Software page can time out.	
In the Symantec Management Console, on the Deliverable Software page, the Name column is not resizable.	
If you define more than one schedule for a Managed Software Delivery policy, the behavior of the schedules is not correct.	
A job that contains Software Delivery tasks fails licensing while in automation and therefore the entire job fails.	

Task Server

Table 1-3 Fixed issues in Task Server

Issue	Article link
When you try to run a cloned Notification Server Client Task with a name %s, the Symantec Management Agent stops responding on that client.	
The Symantec Management Agent has performance and stability issues.	
The Client Task Agent gets into a <code>CClientTaskStatusCollector::Initialize</code> loop receiving an Unhandled Exception and is not functional until it is restarted.	
In a hierarchal environment, the replication of tasks and task instances has inconsistent behavior.	
When a clean-up task runs on the TaskInstances table, it deletes only the parent items without deleting the child instances. Consequently, the orphan task instances that cannot be deleted are left in the TaskInstances table.	
Deadlocks occur during Deployment Solution initial deployment.	
A Power Control task that is set to Log off the client shuts down the Windows 7 computers.	
Client Task assignments do not behave as expected.	
Manual site server assignment of the Client Task Agent does not work.	
The Client Task instances that are scheduled to run on same resource at the same time can fail.	
When no Task Server is assigned to a Symantec Management Agent and you click Reset Agent , warnings appear in the log and a new Task Server does not get assigned.	
A Run Script task that is set to run as a Specific user does not run with the credentials of this specified user.	

UNIX/Linux/Mac

Table 1-4 Fixed issues in UNIX/Linux/Mac

Issue	Article link
The Client Task Agent on UNIX, Linux, and Mac computers does not send keepalive packages to Task Server.	
The Run Script tasks do not run on Linux client computers.	

Fixed issues of the Solutions

The fixed issues of the IT Management Suite solutions are separated into the following components:

- [Deployment Solution](#)
- [Inventory Solution](#)
- [Patch Management Solution](#)
- [Software Management Solution](#)

Deployment Solution

Table 1-5 Fixed issues in Deployment Solution

Issue	Article link
The tasks that are assigned to Initial Deployment do not always run.	
Information for preboot configuration remains in the client policy XML files.	
The Deployment Automation Folder for Linux (x86) - Install policy does not run on the client computer.	
Recreate Preboot Environment does not add a preboot to the Inv_PXE_Image_List table for a reinstalled site server.	
Predefined computers do not handle the Reboot to tasks.	
Predefined computers do not get imported using the UUID from the VMX file.	
PxeStartupInfo.exe does not update the SBS server about the predefined computer.	
If the Delta collection update schedule is set to a large value, it can cause the initial deployment to fail.	
The aex-agent-install-config.xml file is read-only and Notification Server token does not get replaced with the proper Notification Server name.	
When the Symantec Management Agent connects to Notification Server and attempts to match up to a predefined computer in the database, a new resource is created even though Symantec Management Agent sends the same hash as the predefined computer.	
After you install Deployment Solution 7.1 some or all of the Symantec Boot Services that are listed on the registry are missing. This issue occurs only intermittently.	
If the UUID is not supplied in a CSV file for predefined computers and you restart your PXE services, PxeStartupInfo.exe does not capture the predefined computers.	

Table 1-5 Fixed issues in Deployment Solution (*continued*)

Issue	Article link
If the <code>initialPXEConfigpath.txt</code> file is missing, you cannot edit the settings on the PXE Server Configuration page.	
If in the Symantec Management Console, on the PXE Server Configuration page, you change the Limit client connections checkbox to allow the limit to be added, you cannot change the value back to zero in the <code>initialPXEConfigPath.txt</code> file.	
When no comment is used in the CSV file while importing the predefined computers, the first computer is not imported.	

Inventory Solution

Table 1-6 Fixed issues in Inventory Solution

Issue	Article link
Application Metering conflicts with some third-party applications and the applications fail to load.	
After you run the Hardware Inventory policy on a workstation, you see the error in log files and no information appears in the Inv_OS_Timezone table for this workstation. The issue appears only with non-English Windows operating systems.	
In Resource Manager, the Logical Device page is not fully populated for Korean Windows XP computers.	
Imported custom data classes do not populate the Manage Custom Data Classes page.	
A custom security role that is created to allow access to a subset of the Inventory Solution reports cannot run these reports.	
In the hierarchical environment, the Computer Summary report can display multiple entries for the same computer.	
The size of the User profile is not reported in Notification Server 7.	TECH127582
The Disk Usage by File Extension report has no drill-down results associated with it.	
In Resource Manager, on the Software Summary page, under Installed File Details section, the fields Product Name and Manufacturer are not populated.	
In the Symantec Management Console, on the Client Management Suite Home page, the Machines by Operating System Web part shows inaccurate data.	

Table 1-6 Fixed issues in Inventory Solution (*continued*)

Issue	Article link
The Hardware Summary page of the Resource Manager does not access the Last Configuration Request properly.	
InvAgent.dll stops responding on Windows XP computers when the XML is not valid.	
On a larger database, the Count of Distinct Add or Remove Programs report times out.	
In Resource Manager, on the Software Summary page, under Installed Software section, the Manufacturer field is not populated.	
The Application Metering Agent and the Inventory Agent cause instability of the Symantec Management Agent.	

Patch Management Solution

Table 1-7 Fixed issues in Patch Management Solution

Issue	Article link
After you upgrade from IT Management Suite 7.0 to IT Management Suite 7.0 SP2, the custom settings of the Default Software Update Plug-in Policy are reset to default values.	
The stored procedures that are used for the compliance reports do not always show results for some users.	
The SQL query of the Compliance By Computer report can return a divide by zero error.	
When you run any of the Windows Compliance reports and specify Adobe Systems as a Vendor , the drill-downs that you open do not return any results.	
An error occurs in the Windows Software Update Delivery Summary report.	
Credentials for the alternative location of the imported package are saved as plain text. Note: The fix of this issue does not automatically replace the plain text password entries with the encrypted entries on upgrade to IT Management Suite 7.0 MR4. You have to resave the task to see the current password encrypted in task's XML file. Symantec also recommends that you use new credentials after upgrade because the fix does not remove old plain text password.	
After you upgrade from IT Management Suite 7.0 MR2 to IT Management Suite 7.0 MR3, the following custom settings of the Software Update Plug-in Uninstall policy are reset: <ul style="list-style-type: none"> ■ The status of the policy ■ Enable Verbose Reporting of Status Events ■ Package Multicast 	

Table 1-7 Fixed issues in Patch Management Solution (*continued*)

Issue	Article link
When you set a custom target for Microsoft Vulnerability Analysis policy or Adobe Vulnerability Analysis policy and then upgrade from IT Management Suite 7.0 MR2 to IT Management Suite 7.0 MR3, the target setting is replaced with the default collection.	
During installation, a redundant SQL index is created in the Configuration Management Database, in the ResourceAssociation table.	
The Windows Compliance by Bulletin report takes 10-30 minutes to return results.	
After you clone the Default Software Update Plug-in Policy , the Schedule Window option in the Add schedule drop-down list is not present.	

Software Management Solution

Table 1-8 Fixed issues in Software Management Solution

Issue	Article link
When in the Software Portal, you request a Managed Software Delivery task, the Request Confirmation dialog box opens with an error.	TECH45992
If the Active Directory setup has each of the users assigned more than 25 different groups, the Software Portal loads very slowly and causes timeouts.	
A corrupt <code>ResourceAssociationType</code> is installed for Default Package Policy .	
The Software Portal Manager does not receive software requests from the users of the nested groups.	
In the Symantec Management Console, on the Administrator Portal page, the Filtering options for the Requested Software that the users of the nested groups have sent do not work properly.	
When a user is a member of more than 600 different user groups and opens the Software Portal, the Software Portal is empty.	
If the direct reports of a manager are added by using the built-in Domain Users group, the software requests of these users are not displayed in the Software Portal.	
When you publish a software resource to a large number of users or groups, the controls on the Software Publishing tab are not aligned properly.	
In the software product's edit window, on the Software Publishing tab, the permissions data does not change when you click on another user.	

Table 1-8 Fixed issues in Software Management Solution (continued)

Issue	Article link
In large environments, the Managed Software Delivery policies contain a lot of excessive software publishing information.	
The software requests that users add in the Software Portal create scheduled Quick Delivery tasks in the Symantec Management Console that are never deleted.	
When you create a Managed Software Delivery policy that runs a task, schedule it to run At computer startup , and then try to save the policy, a warning message is displayed.	
By default, the Software Portal Agent is set to be installed with the logged on user rights and it is not possible to change these settings in the Symantec Management Console. However, in most cases the logged on user has no rights to install software.	
You cannot specify separate schedules for remediation actions for a Managed Software Delivery policy.	
By default, updates of dependent software releases are set to run with the logged on user rights and you cannot change these settings in the Symantec Management Console. However, in most cases the logged on user has no rights to install software.	
When you save Managed Delivery Settings , the changes are saved and the blue field with the notification icon appears, but no message is displayed.	
When a user requests a software in the Software Portal and orders emails on status update, the email notification is not sent out when the installation completes.	
The Power on computers if necessary (using Wake-on-LAN, Intel AMT, ASF or DASH) option of the Managed Delivery policy only uses Wake-on-LAN technology and no other technologies.	

Known issues of the Symantec Management Platform

The known issues of the Symantec Management Platform are separated into the following components:

- [Notification Server](#)

Notification Server

Table 1-9 Known issues in Notification Server

Issue	Article link
Replication from a child Notification Server to its parent overwrites the asset status change that is made on the parent Notification Server.	TECH147338

Known issues of the Solutions

The known issues of the IT Management Suite solutions are separated into the following components:

- **Deployment Solution**

Deployment Solution

Table 1-10 Known issues in Deployment Solution

Issue	Article link
If the client computer does not have the Software Management Solution Plug-in installed, and if you want to run a job that contains a software delivery task on the computer, the task will fail.	
If the NIC used in the automation environment is not available in the production environment, duplicate records may still occur.	

Documentation that is installed

Table 1-11 Documentation that is included into the product installation

Document	Description	Location
Help	<p>Information about how to use this product.</p> <p>Help is available at the solution level and at the suite level.</p> <p>This information is available in HTML help format.</p>	<p>The Documentation Library, which is available in the Symantec Management Console on the Help menu.</p> <p>Context-sensitive help is available for most screens in the Symantec Management Console.</p> <p>You can open context-sensitive help in the following ways:</p> <ul style="list-style-type: none">■ The F1 key when the page is active.■ The Context command, which is available in the Symantec Management Console on the Help menu.

Table 1-11 Documentation that is included into the product installation
(continued)

Document	Description	Location
User Guide	Information about how to use this product. This information is available in PDF format.	<ul style="list-style-type: none"> ■ The Documentation Library, which is available in the Symantec Management Console on the Help menu. The Documentation Library provides a link to the PDF User Guide on the Symantec support Web site. ■ Supported Products page
Symantec Management Platform Help	Information about how to use the Symantec Management Platform	Same as above.

Other information

Table 1-12 Information resources that you can use to get more information

Document	Description	Location
Implementation Guide	Information about how to install, configure, and implement this product. This information is available in PDF format.	<ul style="list-style-type: none"> ■ The Documentation Library, which is available in the Symantec Management Console on the Help menu. The Documentation Library provides a link to the PDF Implementation Guide on the Symantec support Web site. ■ Supported Products page
<i>ITMS 7.1 Implementation Guide</i>	Information about capacity recommendations, design models, scenarios, test results, and optimization best practices to consider when planning or customizing ITMS.	http://www.symantec.com/docs/DOC3464
<i>Symantec Management Platform User Guide</i>	Information about using the Symantec Management Platform.	Symantec Management Platform Documentation page
<i>Symantec Management Platform Release Notes</i>	Information about new features and important issues in the Symantec Management Platform.	Symantec Management Platform Documentation page

Table 1-12 Information resources that you can use to get more information
(continued)

Document	Description	Location
<i>Symantec Management Platform Installation Guide</i>	Information about using Symantec Installation Manager to install the Symantec Management Platform products.	http://go.symantec.com/sim_doc
Knowledge base	Articles, incidents, and issues about this product.	SymWISE support page
Symantec Connect	An online magazine that contains best practices, tips, tricks, and articles for users of this product.	Symantec Connect page

